



# Feedback Report

January 2010

This information is about our lettings service. If you need this in your language or a different language phone

 0191 278 8633

### Bengali

এই তথ্য হল আমাদের লেটিং সার্ভিস( ভাড়া বিষয়ক) সম্বন্ধে। এই তথ্য যদি <বাংলায়> অথবা অন্য কোন ভাষায় প্রয়োজন হয় তাহলে এই নাম্বারে ফোন করুন- ০১৯১ ২৭৮ ৮৬৩৩

### Chinese

这是有关我们的出租服务的信息。如果您需要此信息的普通话版本或其它语言版本，请致电 0191 278 8633 索取。

### Farsi

این اطلاعات در مورد بخش اجاره املاک است. در صورت نیاز به این اطلاعات به زبان فارسی یا زبان های دیگر با شماره تلفن ۰۱۹۱۲۷۸۸۶۳۳ تماس بگیرید.

### French

Ces informations concernent notre service de location. Si vous avez besoin de ces informations en français ou dans une autre langue, téléphonez au : 0191 278 8633.

### Kurdish

ئەم زانیاریانە سەبارەت بە خزمەتەکانی کرێی ئێمە. ئەگەر حەزتان لە وەرگرینی ئەم زانیاریانە بە زمانی کوردی یا هەر زمانیکی دیکە هەیه بە ژمارە تیلیفۆنی 0191 278 8633 پێوهندی بگرن.

### Portuguese

Esta informação refere-se ao serviço de arrendamento. Se precisar desta informação em <português> ou noutra língua, queira ligar para o 0191 278 8633.

### Russian

Информация о наших услугах сдачи жилья в наем. Если Вы нуждаетесь в этой информации <на русском> или другом языке звоните по тел. 0191 278 8633.

### Spanish

Ésta es información sobre nuestro servicio de adjudicación. Si necesita esta información en español o en otro idioma, llame al 0191 278 8633.

In this report you can find information about the homes we have let this month. This will help you decide which area you will be successful when finding a home.

You can see where the homes are we have let. You can also see why each home has been let. This is usually based on how long someone has lived in their previous home. Some homes are let to people with priority status or are Housing Management Lets.

Priority status is given to customers who are in urgent and immediate need to move. A Housing Management Let is given for exceptional reasons. An example of this is where we need a property in an emergency. Properties used for Housing Management Lets are usually properties that are always available.

If you need help to understand this report or would like a copy of Newcastle City Council's Lettings Policy, please contact staff in your local Community Housing Offices or the Your choice homes Property Shop.

Available properties are advertised each week in the Evening Chronicle, local Community Housing Offices, the Your choice homes Property Shop and many other locations across the City.

If you qualify to join the scheme you can express an interest in up to three homes each week. If you do not hear from us within six days of the closing date for a home you have not been successful. Please try again!

This month we and our partners have let **146** homes. Of which, we have let **105** homes (72%) to customers on their length of residency, we have let **33** homes (22%) to customers with priority status and **9** homes (6%) were Housing Management Lets.

Total number of homes let this month by type:

- Bungalow **7**
- Flat **84**
- House **52**
- Maisonette **3**

Total number of homes let this month by number of bedrooms:

- One bedroom **54**
- Two bedrooms **52**
- Three bedrooms **37**
- Four bedrooms **3**

This month we received **5258** bids. This is an average of **38** for each home we have advertised.

In January the following percentage of lets were made to customers living within the same area.

- Inner West area **68%**
- Outer West & North area **77%**
- East area **67%**

In January the following percentage of lets by property type were made to customers living within the same area.

- **Inner West area**
  - Flat **78%**
  - Houses **75%**
  - Maisonette **100%**
- **Outer West & North area**
  - Bungalows **66%**
  - Flats **100%**
  - Houses **69%**
- **East area**
  - Bungalows **100%**
  - Flats **54%**
  - Houses **91%**
  - Maisonettes **50%**

## Feedback from Benwell/Scotswood Community Housing Office

This month we have let **8** homes. Of which, **1** home has been let to a customer with priority status.

Total number of homes let in January by type:

- Flat **6**
- House **2**

Total number of homes let in January by number of bedrooms:

- One bedroom **4**
- Two bedrooms **3**
- Three bedrooms **1**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
18/01/2010	Flat	1	01/01/2007		
18/01/2010	Flat	1	28/03/2008		
25/01/2010	Flat	1	28/07/1994		
25/01/2010	Flat	1	10/09/2007		
04/01/2010	Flat	2	10/12/2007		
25/01/2010	Flat	2	29/08/2009		
11/01/2010	House	2		Yes	
25/01/2010	House	3	29/03/2004		

This month we received **256** bids. This is an average of **32** for each home we have advertised.

For a customer to be successful in securing a family style home in the Benwell/Scotswood area in January they needed to hold priority status or have a length of residency of over **2** years.

## Feedback from Blakelaw Community Housing Office

This month we have let **12** homes. Of which, **5** homes have been let to customers with priority status and **2** homes were Housing Management Lets.

Total number of homes let in January by type:

- Bungalow **2**
- Flat **4**
- House **6**

Total number of homes let in January by number of bedrooms:

- One bedroom **2**
- Two bedrooms **5**
- Three bedrooms **4**
- Four bedrooms **1**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
25/01/2010	Bungalow	1	16/10/2009		Yes
25/01/2010	Bungalow	3		Yes	
18/01/2010	Flat	1	02/09/2007		
04/01/2010	Flat	2			Yes
18/01/2010	Flat	2		Yes	
25/01/2010	Flat	2	29/10/2001		
04/01/2010	House	2		Yes	
18/01/2010	House	2		Yes	
04/01/2010	House	3	24/01/2000		
18/01/2010	House	3	08/10/2007		
18/01/2010	House	3		Yes	
18/01/2010	House	4	11/05/2007		

This month we received **509** bids. This is an average of **50** for each home we have advertised.

For a customer to be successful in securing a family style home in the Blakelaw area in January they needed to hold priority status or have a length of residency of over **2** years.

## Feedback from Byker Community Housing Office

This month we have let **12** homes. Of which, **1** home has been let to a customer with priority status.

Total number of homes let in January by type:

- Flat **5**
- House **5**
- Maisonette **2**

Total number of homes let in January by number of bedrooms:

- One bedroom **6**
- Two bedrooms **1**
- Three bedrooms **5**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
04/01/2010	Flat	1	03/12/2007		
18/01/2010	Flat	1	01/05/2009		
25/01/2010	Flat	1	27/07/2009		
25/01/2010	Flat	1		Yes	
25/01/2010	Flat	2	04/08/2003		
04/01/2010	House	3	31/07/2006		
18/01/2010	House	3	18/10/1999		
18/01/2010	House	3	09/06/2008		
25/01/2010	House	3	13/02/2009		
25/01/2010	House	3	11/10/2004		
25/01/2010	Maisonette	1	26/09/2005		
25/01/2010	Maisonette	1	26/03/2004		

This month we received **125** bids. This is an average of **10** for each home we have advertised.

For a customer to be successful in securing a family style home in the Byker area in January they needed to hold priority status or have a length of residency of over **11** months.

## Feedback from Cruddas Park Community Housing Office

This month we have let **8** homes.

Total number of homes let in January by type:

- Flat **8**

Total number of homes let in January by number of bedrooms:

- One bedroom **6**
- Two bedrooms **2**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
04/01/2010	Flat	1	01/01/1999		
04/01/2010	Flat	1	21/07/2008		
11/01/2010	Flat	1	03/09/2009		
11/01/2010	Flat	1	02/02/2004		
11/01/2010	Flat	1	30/11/2009		
18/01/2010	Flat	1	10/04/2002		
04/01/2010	Flat	2	17/04/1995		
11/01/2010	Flat	2	29/08/2005		

This month we received **100** bids. This is an average of **12** for each home we have advertised.

## Feedback from Fenham Community Housing Office

This month we have let **3** homes. Of which, **2** homes have been let to customers with priority status.

Total number of homes let in January by type:

- Flat **1**
- House **2**

Total number of homes let in January by number of bedrooms:

- Two bedrooms **1**
- Three bedrooms **2**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
11/01/2010	Flat	2		Yes	
18/01/2010	House	3		Yes	
25/01/2010	House	3	23/12/1996		

This month we received **478** bids. This is an average of **159** for each home we have advertised.

For a customer to be successful in securing a family style home in the Fenham area in January they needed to hold priority status or have a length of residency of **13** years.

## Feedback from Gosforth Community Housing Office

This month we have let **9** homes. Of which, **3** homes have been let to customers with priority status.

Total number of homes let in January by type:

- Bungalow **2**
- Flat **3**
- House **4**

Total number of homes let in January by number of bedrooms:

- One bedroom **1**
- Two bedrooms **4**
- Three bedrooms **3**
- Four bedrooms **1**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
18/01/2010	Bungalow	1	03/06/1985		
25/01/2010	Bungalow	2		Yes	
18/01/2010	Flat	2		Yes	
18/01/2010	Flat	2	24/04/1998		
25/01/2010	Flat	2	07/02/1969		
11/01/2010	House	3	23/06/2005		
25/01/2010	House	3	18/10/1999		
25/01/2010	House	3	11/03/2002		
25/01/2010	House	4		Yes	

This month we received **778** bids. This is an average of **86** for each home we advertised.

For a customer to be successful in securing a home in the Gosforth area in January they needed to hold priority status or have a length of residency of over **4½** years.

## Feedback from Newbiggin Hall Community Housing Office

This month we have let **6** homes.

Total number of homes let in January by type:

- House **6**

Total number of homes let in January by number of bedrooms:

- Three bedrooms **6**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
04/01/2010	House	3	18/09/2006		
04/01/2010	House	3	16/05/2006		
04/01/2010	House	3	22/06/2009		
18/01/2010	House	3	22/07/2009		
18/01/2010	House	3	29/05/2000		
18/01/2010	House	3	01/11/2007		

This month we received **129** bids. This is an average of **21** for each home we have advertised.

For a customer to be successful in securing a family style home in the Newbiggin Hall area in January they needed to hold priority status or have a length of residency of over **5** months.

## Feedback from North Kenton Community Housing Office

This month we have let **3** homes. Of which, **1** home has been let to a customer with priority status and **1** home was a Housing Management Let.

Total number of homes let in January by type:

- Flat **2**
- House **1**

Total number of homes let in January by number of bedrooms:

- Two bedrooms **2**
- Four bedrooms **1**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
18/01/2010	Flat	2			Yes
18/01/2010	Flat	2	06/11/2007		
25/01/2010	House	4		Yes	

This month we received **148** bids. This is an average of **49** for each home we have advertised.

For a customer to be successful in securing a family style home in the North Kenton area in January they needed to hold priority status or have a length of residency of over **2** years.

## Feedback from Shieldfield Community Housing Office

This month we have let **10** homes. Of which, **6** homes have been let to customers with priority status and **1** home was a Housing Management Let.

Total number of homes let in January by type:

- Flat **9**
- House **1**

Total number of homes let in January by number of bedrooms:

- One bedroom **3**
- Two bedrooms **7**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
04/01/2010	Flat	1	09/11/2008		
11/01/2010	Flat	1	21/09/2009		
18/01/2010	Flat	1	11/01/2010		
04/01/2010	Flat	2		Yes	
04/01/2010	Flat	2		Yes	
11/01/2010	Flat	2			Yes
11/01/2010	Flat	2		Yes	
25/01/2010	Flat	2		Yes	
25/01/2010	Flat	2		Yes	
18/01/2010	House	2		Yes	

This month we received **718** bids. This is an average of **72** for each home we have advertised.

For a customer to be successful in securing a family style home in the Shieldfield area in January they needed to hold priority status.

## Feedback from St Anthony's Community Housing Office

This month we have let **19** homes. Of which, **6** homes have been let to customers with priority status and **1** home was a Housing Management Let.

Total number of homes let in January by type:

- Bungalow **1**
- Flat **7**
- House **11**

Total number of homes let in January by number of bedrooms:

- One bedroom **6**
- Two bedrooms **6**
- Three bedrooms **7**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
25/01/2010	Bungalow	1	18/02/2008		
04/01/2010	Flat	1	13/06/1986		
11/01/2010	Flat	1		Yes	
25/01/2010	Flat	1	11/06/2007		
25/01/2010	Flat	1	08/09/1999		
25/01/2010	Flat	1			Yes
04/01/2010	Flat	2		Yes	
25/01/2010	Flat	3		Yes	
04/01/2010	House	2	22/04/2002		
11/01/2010	House	2	15/12/1997		
18/01/2010	House	2	01/05/2001		
25/01/2010	House	2		Yes	
25/01/2010	House	2	06/09/2000		
25/01/2010	House	3	10/01/2005		
25/01/2010	House	3	01/08/2005		
25/01/2010	House	3	05/04/2002		
25/01/2010	House	3		Yes	
25/01/2010	House	3	28/10/2002		
25/01/2010	House	3		Yes	

This month we received **806** bids. This is an average of **45** for each home we have advertised.

For a customer to be successful in securing a family style home in the St. Anthony's area in January they needed to hold priority status or have a length of residency of over **4** years.

## Feedback from Walker Community Housing Office

This month we have let **16** homes. Of which, **2** homes have been let to customers with a priority status and **1** home was a Housing Management Let.

Total number of homes let in January by type:

- Flat **10**
- House **6**

Total number of homes let in January by number of bedrooms:

- One bedroom **5**
- Two bedrooms **8**
- Three bedrooms **3**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
18/01/2010	Flat	1	16/11/1968		
25/01/2010	Flat	1			Yes
25/01/2010	Flat	1	24/10/2005		
25/01/2010	Flat	1	18/05/2009		
25/01/2010	Flat	1	30/12/2008		
18/01/2010	Flat	2	02/03/2009		
18/01/2010	Flat	2	27/07/2009		
25/01/2010	Flat	2	22/03/2004		
25/01/2010	Flat	2	05/10/2009		
25/01/2010	Flat	2	08/04/2009		
25/01/2010	House	2	17/04/2007		
25/01/2010	House	2	02/04/2007		
25/01/2010	House	2		Yes	
18/01/2010	House	3		Yes	
18/01/2010	House	3	01/01/2007		
25/01/2010	House	3	02/10/2006		

This month we received **190** bids. This is an average of **12** for each home we have advertised.

For a customer to be successful in securing a family style home in the Walker area in January they needed to hold priority status or have a length of residency of over **2½** years.

## Feedback from West Denton Community Housing Office

This month we have let **16** homes. Of which, **3** homes have been let to customers with priority status and **3** homes were Housing Management Lets.

Total number of homes let in January by type:

- Bungalow **2**
- Flat **8**
- House **6**

Total number of homes let in January by number of bedrooms:

- One bedroom **4**
- Two bedrooms **8**
- Three bedrooms **4**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
04/01/2010	Bungalow	1			Yes
18/01/2010	Bungalow	1	15/03/1993		
25/01/2010	Flat	1	10/05/2004		
25/01/2010	Flat	1	30/04/2004		
11/01/2010	Flat	2	26/01/2004		
18/01/2010	Flat	2	06/05/2005		
25/01/2010	Flat	2			Yes
25/01/2010	Flat	2	15/07/2003		
25/01/2010	Flat	2			Yes
25/01/2010	Flat	2	16/02/2007		
18/01/2010	House	2		Yes	
25/01/2010	House	2		Yes	
04/01/2010	House	3	14/05/2001		
11/01/2010	House	3		Yes	
11/01/2010	House	3	03/04/2006		
25/01/2010	House	3	08/03/2004		

This month we received **467** bids. This is an average of **36** for each home we have advertised.

For a customer to be successful in securing a family style home in the West Denton area in January they needed to hold priority status or have a length of residency of over **2½** years.

## Feedback from Westgate Community Housing Office

This month we have let **9** properties. Of which, **3** homes were let to customers with a priority status and **1** home was a Housing Management Let.

Total number of homes let in January by type:

- Flat **8**
- Maisonette **1**

Total number of homes let in January by number of bedrooms:

- One bedroom **6**
- Two bedrooms **3**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
04/01/2010	Flat	1	17/01/2005		
11/01/2010	Flat	1	21/08/2006		
25/01/2010	Flat	1		Yes	
11/01/2010	Flat	1		Yes	
11/01/2010	Flat	1		Yes	
18/01/2010	Flat	2	30/03/2009		
11/01/2010	Flat	2	15/11/2006		
18/01/2010	Flat	2	09/03/2009		
18/01/2010	Maisonette	1			Yes

This month we received **302** bids. This is an average of **43** for each home we have advertised.

For a customer to be successful in securing a family style home in the Westgate area in January they needed to have a length of residency of over **10** months.

## Feedback from our Sheltered Housing Teams

This month our Sheltered Housing Teams have let **8** homes.

Number of homes let in January by housing area:

### Inner East Office:

- Shieldfield **1**
- Byker **3**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
04/01/2010	Flat	1	23/11/2009		
25/01/2010	Flat	1	05/12/2006		
18/01/2010	Flat	1	30/11/2009		
18/01/2010	Flat	1	06/06/2005		

### East Office:

- Walker **1**
- Byker **1**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
11/01/2010	Flat	1	26/01/2009		
11/01/2010	Flat	1	08/10/2009		

### West & North:

- West Denton **1**
- Newbiggin Hall **1**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
25/01/2010	Flat	1	12/11/1988		
25/01/2010	Flat	1	20/08/2007		

This month we received **23** bids. This is an average of **3** for each home we have advertised.

**Feedback from lettings made by our partner Housing Associations is as follows:**

Total number of homes let in January by type:

- Flat **5**
- House **2**

Total number of homes let in January by number of bedrooms:

- One bedroom **3**
- Two bedrooms **2**
- Three bedrooms **2**

Start of Tenancy	House type	Area	Bed Size	Date of residency	Priority	Landlord
11/01/2010	Flat	Cruddas Park	1	26/03/2008		Cheviot
25/01/2010	Flat	Westgate	3	20/04/2006		Home Housing
18/01/2010	Flat	Benwell	1	30/10/2008		Places for People
25/01/2010	Flat	Cruddas Park	1	15/07/1996		Places for People
18/01/2010	House	Blakelaw	2	01/08/2008		Places for People
25/01/2010	Flat	Shieldfield	2		Yes	RiversideNE
04/01/2010	House	Walker	3	01/02/2006		RiversideNE

This month we received **229** bids of these properties. This is an average of **33** for each home we have advertised.

## Contact Details and Opening Times:

<b>YHN Office Name</b>	<b>Address</b>	<b>Telephone Number</b>	<b>Fax Number</b>
Blakelaw	Sheriff Leas Springfield Road Blakelaw Newcastle upon Tyne NE5 3DS	0191 277 1000	0191 277 1011
Byker	45-47 Brinkburn Street Byker Newcastle upon Tyne NE6 1QN	0191 278 1555	0191 278 1533
Cruddas Park	Cruddas Park Shopping Centre Westmorland Road Newcastle upon Tyne NE4 7EN	0191 277 1066	0191 277 1088
Fenham	199/201 Two Ball Lonnen Fenham Newcastle upon Tyne NE4 9RS	0191 277 1200	0191 277 1211
Gosforth	Council Offices High Street Gosforth Newcastle upon Tyne NE3 1JL	0191 277 1166	0191 277 1177
Newbiggin Hall (Satellite Office)	1 Yetholm Place Newbiggin Hall Estate Newcastle upon Tyne NE5 4ED	0191 277 1400	0191 277 1388
Benwell & Scotswood	West End Customer Service Centre Condercum Road, Benwell Newcastle upon Tyne NE4 9JH	0191 277 1484	0191 277 1470
North Kenton	141-145 Banbury Road North Kenton Newcastle upon Tyne NE3 3SQ	0191 277 4360	0191 277 1242
Shieldfield	Stoddart House Clarence Walk Shieldfield Newcastle upon Tyne NE2 1AB	0191 278 1566	0191 278 1570
St Anthony's	172/174 St Anthony's Road Walker Newcastle upon Tyne NE6 2ND	0191 278 1600	0191 278 1611
Throckley (Satellite Office)	5 Broomyhill Road, Throckley Newcastle upon Tyne NE15	0191 277 7940	0191 277 7925
Walker	Walker Centre, Church Walk Walker Newcastle upon Tyne NE6 3BS	0191 278 8455	0191 278 8466
West Denton	West Denton Shopping Centre West Denton Newcastle upon Tyne NE5 2QZ	0191 277 7940	0191 277 7925
Westgate	Prospect House, Prospect Place Newcastle upon Tyne NE4 6DQ	0191 277 1300	0191 277 1299
Sheltered Housing Teams	YHN House Benton Park Road Newcastle upon Tyne NE7 7LX	0191 278 8585	0191 278 7755

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**Office Opening Times:**

Monday - Friday

8.30 am - 4.30 pm

Wednesday

8.30 am - 3.00 pm

**Satellite Offices Opening Times:**

Monday - Friday

8.30 am - 12.30 pm

**Surgery Opening Times:**Fawdon Shopping Centre,  
Fawdon Park Road, NE3 2PEMonday & Friday only – appointments available via  
Gosforth Community Housing Office.

10.00 am – 12.00 pm

## Contact Details for our Partner Organisations:

<b>Name</b>	<b>Address</b>	<b>Telephone Number</b>	<b>Fax Number</b>
Affinity Sutton	1 Holywell Close Barrack Road Newcastle upon Tyne, NE4 5BP	0191 273 2928	
Anchor Trust	Burbank House Balliol Business Park Benton Lane Newcastle upon Tyne NE12 8EN	0845 775 8595	0191 270 1645
Cheviot Homes	Beaminster Way East Kingston Park Newcastle upon Tyne NE3 2ER	0191 238 3800	0191 238 3900
Guinness Trust	West 3, ASAMA Court Amethyst Road Newcastle Business Park Newcastle upon Tyne NE4 7ED	0191 273 6233	0191 273 6063
Hanover Housing Association	Thomas Duggan House Manor Lane Shipley BD18 3RB	01274 599 686	01274 531 021
Home HG	270 Stanhope Street Newcastle upon Tyne, NE4 5JT	0845 606 3031	0191 272 3681
Housing 21	Unit 9, Avril Court, Ermine Business Park Huntington PE29 6WG	0845 606 6363	0870 192 4430
Johnnie Johnson	16 Telford Court Morpeth, Northumberland NE61 2DB	0845 604 1095	
Methodist Homes	Brooksland Court Tunstall Road Leeds LS11 5HL	0113 271 5805	
NomadE5	5 Gosforth Park Avenue Gosforth Business Park Newcastle upon Tyne NE3 1TD	0191 268 4800	0191 229 7373
Places for People	4th Floor Maybrook House Grainger Street Newcastle upon Tyne NE1 5JE	0191 211 3100	0191 232 3976
Riverside North East	6 The Staithes Gateshead NE11 9SM	0845 155 9001	0191 239 0606
Railway Housing	Bank Top house, Garbutt Square Neasham Road Darlington DL1 4DR	01325 482 125	01325 384 641
Two Castles	154 New Bridge St Newcastle upon Tyne NE1 2TE	0191 261 4774	0191 261 9692



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